



## Call and Get the Help You Need


For help, call **1-800-362-1504**

between 8 a.m. and 4 p.m., Monday through Friday.  
This is a free call.

### First:

-  For help in English – press **1** or say “English.”
-  For help in Spanish – press **2** or say “Spanish.”

### Next:

-  Pick the kind of help you need – press **1** or say “Medicaid”

### Remember

The fastest way to get to the person who can help you the best is to listen carefully and make the **right** choice.

### Then Pick

If you want to ▼	Press ▼	or Say ▼
Change your Patient 1 <sup>st</sup> doctor or to replace a Medicaid card	1	one
Ask about Medicaid for pregnant women, children under age 19 or low income families	2	two
Get help with a ride to the doctor or other medical appointments	3	three
See if a medical bill has been paid	4	four

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If you want to ▼	Press ▼	or Say ▼
Find out what services you can get	5	Five
Find out if you can get Medicaid or call your local Medicaid office	6	Six
Get a Medicaid application	7	Seven
Hear recorded answers to common Medicaid questions	9	Nine
Help from customer service	0	Zero

If you need to hear the choices again, press the \* key

### When you call be sure you have:

- **Medicaid number** or **Social Security number.**
- **Date of Birth.**

This will get you help more quickly.

How to enter your birth date:

For example, if your birthday is January 2, 1974,  
you would **press 01** then **02** then **1974**.

To say the same birth date, you would **say**

“zero – one; zero – two; one – nine – seven – four.”

**Remember: If you say the numbers, you must say  
“zero” and not “oh.”**